MINUTES
Information Technology
Tuesday, April 7, 2020

Minutes of the April 7, 2020 Information Technology meeting held in the Dodge County Administration Building, in Room# 1I & 1H First Floor in the Dodge County Administration Building, 127 E. Oak Street, Juneau, WI at 5:30 PM

Members Present: Donna Maly (*phone*), Tim Kemmel (*phone*), Kevin Burnett (*computer*)
                             David Guckenberger (*in-person*), Mary Bobholz (*in-person*).

Members Absent /Excused: None

Also Present: Justin Reynolds – County IT Director (*in-person*)

Meeting called to order at 5:31 p.m. by Committee Chair Maly

<u>Public Comment:</u>   None

<u>Previous Committee Meeting Minutes:</u>
Motion by Burnett, 2nd by Kemmel to approve the minutes of the March 3, 2020 Committee meeting. Bobholz abstention, absent previous meeting. All in favor, motion carried.

<u>Meeting Per Diem(s)</u>
Review, Consider, Discuss and Take Action: Meeting Per Diem(s) Chair Donna Maly – ERP Project: Motion by Bobholz, 2nd by Burnett to approve meeting per diems. Maly abstention. All in favor, motion carried.

<u>Department Continuous Improvement</u>
Review, Consider, Discuss, and Take Action:

InfoTech – Dodge Co. IT Dept. Annual Services Survey(s)
Reynolds shared that the first annual IT Satisfaction survey had a response rate of 44%, which is above the target 33% rate for valuable feedback information. Reynolds shared that the IT Committee will discuss at the next May meeting to allow time for their review. Reynolds shared the results are as expected, above the average 66% approval rankings, and exposed some strong feelings in the feedback comments. Reynolds shared the 2020 IT Satisfaction survey results will be used as a baseline for the 2021 IT Satisfaction survey results, which will indicate measurable changes year to year. Maly inquired regarding the targeted percentage of improvement, which Reynolds shared a target should be within an achievable 2% to an aggressive 5% increase. Base on the preliminary results, Reynolds shared a target goal is to improve IT services feedback from Sheriff's Office and Human Services. Reynolds shared the feedback comments have been summarized to protect the individuals/departments submitting and promote a continuous improvement culture by learning together. Reynolds shared the survey results will provide annual key performance indicator metrics for continuous improvement and data driven decisions to meet the needs of the County operations.

Digital Counties Survey 2020 – April 14th
Reynolds shared the Digital Counties Survey deadline has been moved to June 2020, which Dodge Co. will complete for another great opportunity to be recognized.

Security Awareness Training – Wily Wednesday – IT Compliance
Reynolds shared the IT Team has increased the County awareness to information security by weekly communications that include easy and relevant one-page information security tips to all employees, which have included COVID, work-from-home, and other relevant information. Reynolds shared the IT Team will also increase the HIPAA and CJIS awareness.

State of Wisconsin Cyber Response Team – Digital Forensics Training
Reynolds shared a brief update regarding the State of Wisconsin grant funded Cyber Response Team training regarding digital forensics.

Information Technology Strategic Action Steps
Review, Consider, Discuss and Take Action:

Purchase of Professional Services for Kronos Software v8.1 Upgrade Project
Reynolds shared the requested professional services from Kronos would assist Dodge Co. IT to migrate and upgrade the Kronos system from v8.0 to v8.1. Reynolds shared the estimated number of hours and $76,200 project budget are projected higher than expected, and Dodge Co. IT will work with Kronos on a time-and-material agreement, which Dodge Co. IT expects to reduce the projected number of hours. Reynolds shared the order form and statement of works that documents the projected number of hours, Kronos modules, professional services deliverables, and project phases. Reynolds shared the upgrade is critical to remove FLASH features from the interface, because FLASH will be end-of-life and not supported Dec. 2020. Maly inquired regarding a project timeframe schedule. Reynolds shared the target schedule is 12-weeks, starting in June, and completion before November 2020. Reynolds shared the project timeframe schedule will be an addendum and agreed upon by both parties after the initial project kick-off meeting. Reynolds shared the project estimated budget of $76,200 is budgeted within the IT 2020 Budget, and requires the approval of the IT Committee and County Board. Motion by Guckenberger, 2nd by Bobholz to approve Purchase of Professional Services for Kronos Software v8.1 Upgrade Project. All in favor, motion carried.

Discussion of...Dodge Co. Municipal/Police Department IT Support Agreement
Reynolds shared the pre-COVID-19 goal of the Dodge Co. Municipal/Police Department IT Support Agreements was to have agreements for the April County Board meeting, which the County/City/Police Department focus has shifted toward the COVID-19 pandemic. Reynolds requested direction from the IT Committee regarding the County's direction and focus with the COVID-19 pandemic and IT Satisfaction results. With COVID-19 and County internal matters, the IT Committee members requested to postpone the Dodge Co. IT Support agreements until further notice, due to the impact of COVID-19. The IT Committee shared their appreciation toward the discussions, collaboration, and progress. Motion by Guckenberger, 2nd by Maly to postpone the Dodge Co. IT Support Agreements until further notice. All in favor, motion carried.

Information Technology Project Status Report:
Review, Consider, Discuss, and Take Action:

Dodge Co. COVID-19 IT Requests Summary
Reynolds shared a brief updated regarding the County's COVID-19 IT requests, which included the purchase of additional laptops for work-from-home, mobile smart phones, and video conferencing requests. Reynolds shared the additional laptops were requested for employees that currently have desktops. During the COVID-19 pandemic, Reynolds shared the County's goal is to continue to provide County services to citizens, and keep employees safe by working-from-home. As lessons learned, Reynolds shared the IT Department will be transitioning desktops to laptops for mobility and agility of County services. Maly inquired about a work-from-home reporting capabilities, policies, and new agile way to provide County services. Maly also inquired regarding the Disaster Recovery COOP site's progress and future improvements.

Dodge Co. IT Department Projects Executive Summary
As of April 7th, Reynolds shared the updated IT project portfolio for requested projects throughout the County, which the IT Team will be updating on a weekly bases to target action plans.

April 7th, **Courthouse Audio/Visual Project** status, Reynolds shared the project is near completion, but waiting on the final completion of programming code, outstanding system inventory, punch-list, as-built(s) drawings, and documentations. With COVID-19, the final completion items and progress has been delayed. Dodge Co. currently has the last payment on hold for processing until all outstanding project items have been delivered.

April 7th, **ERP Financial Project** status, Reynolds shared the completed ERP after-go-live milestones, and milestones the following milestones are on target for May 2020.

Milestone 1.6 – ERP Authorization to begin Live Processing	– COMPLETED
Milestone 2.5 – ERP Acceptance of Live Preparation Readiness	– TBD July.2020
Milestone 3.4 – EAM Acceptance of System Design Processes	– COMPLETED
Milestone 3.5 – EAM Acceptance of Live Preparation Readiness	– COMPLETED
Milestone 3.6 – EAM Authorization to begin Live Processing	– COMPLETED

Maly shared the ERP Project latest activity included: bank reconciliation training, reports training, Phase-1 Closure, project tracking activity, and lessons learned being reviewed. Guckenberger inquired regarding the Phase-1 deliverables, milestones, and tasks. Reynolds shared the ERP Project information can be reviewed.

For the **Technical Services Projects,** Reynolds shared the 2020 Computer Refresh Project Lease Agreement has been finalized, and the order was placed early April.

For the **Data Information Systems Projects**, Reynolds shared the Human Services (HS) system project is going very well, progressing ahead of schedule, and within budget. Reynolds shared his appreciate to the project team, HS leadership, and HS staff testing the systems. Reynolds shared the Human Resources Benefit Enrollment Portal project is in-progress, which will provide current and new employees with a portal to self-enroll. Reynolds shared the portal will alleviate manual and repetitive data entering. The HR Enrollment and v8.1 projects are targeting to be completed by late-2020.

For the **Computer & Network Infrastructure Projects**, Reynolds shared the Networking Service team is making adjustments to the County email, UPS systems, 2020 Computer Refresh Project Lease Agreement has been finalized, and the order was placed early April. With COVID-19 pandemic, Guckenberger inquired regarding the purchase timing. Reynolds shared the current core networking and servers infrastructure are critically past end-of-support, the upgrade proposals were expiring, delivery has an unknown timeframe, and the industry demand for computer and infrastructure is increasing. Reynolds shared the core infrastructure is even more critical to County operations, which the replacement of the hardware is more cost effective annually than extending system support.
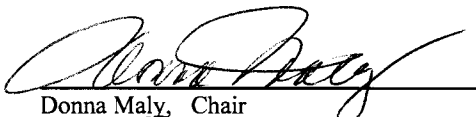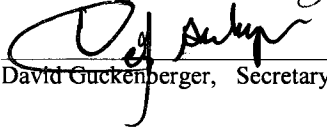
<u>Future Agenda Items:</u>
IT COVID-19 Request

<u>Next Meeting Date:</u> Tuesday, May 12, 2020 at 5:30 p.m. – 1st Floor Multipurpose Room#1H & 1I Auditorium
IT Committee Meetings scheduled – 1st Tuesday of each month @ 5:30pm

<u>Adjournment</u>: The meeting was adjourned at 6:18 p.m.

Donna Maly, Chair	May 12, 2020 Date
David Guckenberger, Secretary	May 12, 2020 Date